



True.org Cloud workshop to Enable Always On Service capabilities and build a plan to deploy and adopt Microsoft Dynamics 365.

Enabling Always On Service Workshop

What is Enable always on service?

This is the ability to constantly adapt and scale resources to meet customer demand while managing a distributed workforce threatens to put a strain on employees and risks decreased customer satisfaction. It scales to meet customer demand anywhere, any time.

Dynamics 365 supports task automation that reduces the amount of time agents must click between disparate apps and windows to complete a routine task – leaving more time for agents to engage customers efficiently.

Enable with Dynamics 365 Workshop

With Dynamics 365 organizations across industries are using mixed reality to improve collaboration across cross-functional teams and upskill employees. Adapt and innovate with the only portfolio of business applications that empowers your organization to deliver operational excellence and delight every customer.



Assess

Gather information on current environment and



Art of the Possible

Showcase enable always on services capabilities powered by Microsoft Dynamics 365



Build the Plan

Build the plan for how to deploy and adopt Microsoft Dynamics 365

Workshop deliverables

- Offer on-demand technical support with self-service portals.
- Deliver value at every touchpoint.
- Optimize agent performance and improve customer engagement through operations analysis and interaction.
- Measure and act on customer feedback. Choose and manage the right technician at the right time using AI-based recommendations and schedules manuals.
- Manage resource history effectively so that technicians have all the information.



Contact us today to get started!

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